



Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, California 94304  
<http://www.hp.com>

Mailing Address  
P.O. Box 10301  
Palo Alto, CA 94303-0890

December 17, 2004

Dear HP Customer:

Thank you for your continued reliance on Hewlett-Packard as your systems supplier. Hewlett-Packard (HP) is committed to delivering high quality products to our customers. Toward that goal, HP would like to advise you of an issue that could affect the behavior of certain HP rp4440 and rx4640 systems running HP-UX.

HP systems that are impacted:

- HP 9000 rp4440 server – A7124A, A7124B, A7134A, A7134B (shipped prior to October 1, 2004)
- HP 9000 rx4640 server – A6961A, A6962A, AB370A, AB371A, AB372A, AB373A, A9734C, A9735C (shipped prior to October 1, 2004)

We recently discovered in certain rp4440 and rx4640 servers without internal DVD/CDROM drives that the core IDE Bus can potentially experience a problem that can cause HP-UX to improperly think that a DVD/CDROM drive has been installed, which could result in an OS hang when booting HP-UX. This boot hang condition can be intermittent or solid in nature. rp4440/rx4640 systems WITH an internal DVD/CDROM drive will not experience this problem.

All new shipments from our factory include a fix for this issue. For customers that have a system shipped without a DVD prior to October 1, 2004 a free DVD with installation instructions may be ordered at the following HP web site. To determine if your system is affected, visit the following website <http://h30090.www3.hp.com/pcc-osdvd> and enter your server serial number in the appropriate location. The system will verify your serial number and generate an automatic response. HP recommends that customers install the drive at your earliest convenience.

HP is dedicated to delivering quality enterprise computing solutions to our customers, and we regret any inconvenience this issue may cause you or your business. If you have any questions or require any help, please contact your HP support representative.

Regards,  
Hewlett-Packard Company